

JOB DESCRIPTION

Job Title: Relief Worker

Responsible to: Housing Manager(s), Assistant Manager(s), Senior Support Worker(s) and Senior Tenancy Worker(s)

Location: Countywide

1. Job Purpose:

To provide cover as directed by senior staff for roles that give support to single homeless young people within a safe, supportive and secure environment.

The role requires very short notice adjustments to working week and the primary duty is to cover key workers and night workers leave and sickness taking on their role accountabilities.

To undertake Needs and Risk Assessment, Support Planning and provide progressive support and direction to young people in accordance with their individual support plans in the absence of their key worker

To assist young people to move onwards to greater levels of community integration to gain enhanced and enriched independent living through delivery of support planning in the absence of the key worker.

2. Tasks and Responsibilities:

Support

- To deliver high quality supported accommodation to a diverse group of young people.
- To undertake Assessment *and* Support Planning and to act as a key worker for a specified number of young people as part of covering roles of staff on leave or off due to sickness as directed by management.
- To implement, monitor and review support plans facilitating young people to lead the process. Where appropriate, work with young people and representatives from other agencies to co-ordinate an integrated support package as part of covering roles of staff on leave or off due to sickness as directed by management.
- To actively seek to empower young people to gain and maintain control over all aspects of their lives through support planning and co-production activities.
- Recognise young people's strengths, abilities and skills and seek to encourage their development and use.
- Offer practical advice and assistance on issues such as welfare benefits, budgeting, life skills, employment, education, training and move-on.
- In line with the support plans and the aims of the service, plan and prepare with young people the move to independent living or other appropriate support.
- Assist young people to take part in co-production activities and participate in the wider community.

- Facilitate young people to access advocacy services and where agreed, act as an advocate on their behalf in relation to issues identified in the support plan.


Housing Management

- To ensure each young person is signed up to the relevant licence or tenancy agreement together with terms and conditions and inducted into the service.
- Ensure young people are clear about their rights and obligations whilst receiving a service
- Ensure young people are familiar with all aspects of health and safety including fire precautions and out of hours procedures.
- To participate in collection of rents and income recovery.

Quality Assurance

- To ensure that the service operates to the standards set out in the CLG Quality Assessment Framework (QAF) and YMCA Norfolk's own Internal Scrutiny Process.
- To promote a culture of continuous improvement.
- To ensure that young people receive the same quality and experience of support in the absence of their key worker.

General Responsibilities

- To liaise with management regarding all housing related support issues and to coordinate the day-to-day support of young people as part of covering roles of staff on leave or off due to sickness as directed by management
 - To liaise regularly with the duty staff team and other relevant YMCA staff as part of covering roles of staff on leave or off due to sickness as directed by management
 - To ensure confidentiality whilst maintaining accurate client notes, files and records and make this information readily available for review.
 - To develop the knowledge and ability to work within the statutory framework relevant to the client group.
 - To implement and adhere to YMCA's policies and procedures.
 - To ensure the structure, principles and ethos of the organisation are adhered to.
 - To implement and adhere to policy and practice in relation to health and safety in all aspects of the postholder's work. To adhere to the postholder's own responsibilities to health and safety within the workplace, and to colleagues, young people and the general public.
 - To work within established definitions of acceptable and unacceptable risks to carry out risk assessments and participate in risk management in accordance with YMCA's policies.
 - To operate within clear professional and confidentiality boundaries and to work within YMCA's code of conduct.
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- To incorporate Equal Opportunities policy and anti-discriminatory practice in all areas of work.

Personal and Professional Development

- To participate in regular professional line management, annual performance review and attendance at team meetings.
- To be responsible for own personal and professional development, to actively participate in identifying training needs and to be willing to undertake training where a need has been identified and agreed with the line manager, to ensure that an effective service is provided.
- To maintain knowledge and keep abreast of change in policy, practice and relevant legislation and inform the Manager of these changes.

Christian Identity

- To work in line with the Christian identity of the organisation within the service area.
- To ensure all working practices support the Christian identity and values of the Association.

Special Considerations

- To be able to work outside normal shift patterns as required to cover staff holidays/sickness at minimal notice inclusive of night and day shift work.
- To cover services countywide to include Kings Lynn, Greater Norwich and Great Yarmouth.
- To be flexible to adapt to changing working environments and variation in role accountabilities within the Support Roles delivered in our Housing Services.
- The post holder will need to hold a Full UK Driving License and have access to transport.





TERMS AND CONDITIONS

Pay: £9.43 per hour plus mileage paid

Hours: 37.5/hr per week

Contract: Permanent

Annual leave: 33 days including all public and bank holidays (pro rata for part-time working)

Pension entitlement: Access to contributory stakeholder pension scheme after three months

Period of Notice Offered and Required: 1 month

Conditions of Appointment: Satisfactory references and satisfactory enhanced DBS check

In Service training: Time allowed for in-service training, subject to budgetary provision



Person Specification

Requirement	Essential	Desirable	Application Form	Selection Test	Interview
Education and formal training/qualification:					
Relevant qualifications in Supported Housing.		✓	✓		
Accredited Social Care or Housing qualification.		✓	✓		
Evidence of a constant pattern of learning which can be gained from relevant experience and/or training and/or education.	✓		✓		✓
Knowledge					
Basic Knowledge of housing benefit, income support and other welfare benefits.	✓				✓
Knowledge of Admission and Initial Risk Assessments	✓		✓		✓
Knowledge of Person-Centred Planning	✓		✓		✓
Knowledge of statutory framework for Safeguarding Children and Young People.	✓		✓		✓
Knowledge of the resources available to young people in the local community.		✓	✓		✓



Requirement	Essential	Desirable	Application Form	Selection Test	Interview
Experience					
E1 Experience of working within a support or care setting and or dealing with vulnerable people with a range of support needs.	✓		✓		✓
E2 Experience of assessing and monitoring service user's needs and skills	✓		✓		
E3 Experience of drug and alcohol issues and related problems.		✓	✓		
E4 Experience of working as part of a team and within a multi - agency approach.	✓		✓		
E5 Experience of operating within the voluntary sector supported housing field.		✓	✓		
Skills and Abilities					
S1 Ability to implement safe practice in accordance with risk assessment processes.	✓		✓		✓
S2 Ability to work independently without constant supervision.	✓		✓		✓
S3 Ability to communicate clearly and effectively in a variety of professional settings.	✓				✓
S4 Ability to manage difficult situations and to use initiative.	✓				✓



S5 Ability to work under pressure.	✓		✓		✓
Requirement	Essential	Desirable	Application Form	Selection Test	Interview
A1 Ability to maintain confidentiality and professional boundaries in the workplace	✓		✓		✓
A2 Ability to adapt to change and undertake self-development and training.	✓				✓
A3 Ability to be able to use computerized systems including word, email, databases	✓		✓		
Christian Ethos					
V1. In sympathy with the Christian Identity of the YMCA	✓		✓		✓
Personal Qualities					
P1 Able to present self and work effectively	✓		✓		✓
P2 High levels of honesty, integrity and discretion	✓		✓		✓
Circumstances					
C1 Able and willing to work flexible hours at very short notice	✓				✓





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C2 Able to travel countywide locations at short notice	✓				✓
Requirement	Essential	Desirable	Application Form	Selection Test	Interview
<i>Health</i>					
H1 Able to meet the requirements of the post with or without reasonable adjustment	✓		✓		✓
<i>Equality and Diversity</i>					
O1 An understanding of equality and diversity	✓		✓		✓

